Detection System
Model 500 Series

Owner's Manual

Checkpoint

3M is the exclusive worldwide distributor of Checkpoint products to libraries.

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Contents

Introduction **1**
The global leader in library systems products 1
What this means to you 1

Training your staff **3**
Owner's manual 3
Hands-on practice 3
Review of your library's security policies 4
What to do when the alarm sounds 4
Alarm log 5
Detection system alarm log 5

How the System Works **7**

System Configurations **9**
Construction 9
Power requirements 10
Detection zone 10
Indicators 10
Alarm outputs 10

Cleaning Instructions **11**
Lattice and base 11

System Operation **13**
Turning the System On 13
Turning the System Off 13
Verifying system operation 13
Fuse replacement 14

Solving problems **15**
3M Service phone numbers 16

Warranty **17**

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Introduction

The global leader in library systems products

Welcome to the group of libraries using Checkpoint EM detection systems to protect collections and improve library service. The purpose of this manual is to help library directors and supervisory staff understand the detection system and provide ideas on communicating system operation and function to staff and library users.

By incorporating this manual's recommendations with your own policies and procedures, you can achieve a high level of collection security. Supervisors should acquaint themselves with the contents of this manual and use it to teach library staff. Keep it readily accessible. Do not file it away. It is intended to be a ready reference source.

Your 3M service representative will conduct in-service training that will include an explanation of the contents of this manual. Once training is completed, it is the responsibility of the director—delegated through supervisors—to train library staff and ensure that library policies and procedures are followed when working with the system. If this manual does not provide all required information, please contact your local 3M sales representative.

What this means to you

From the best-trained field service organization to our technical service group and customer support staff, we are committed to providing you with the support you require to help ensure your satisfaction.

The system has been designed to detect the unauthorized removal of materials concealed within book bags, briefcases, or under clothing. While a 100% electronic net does not exist, the system provides effective protection and significant reduction in the loss of typical library materials.

With a little attention and care, your system should provide you with many years of service and help to protect your library against losses. Call our toll-free 800 number any time of the day or night for service, to order supplies, or to leave messages for your sales representative at 1-800-328-0067.

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Training your staff

A key element of any media loss prevention effort is a successful staff training program. Your system will be much more effective with the active cooperation and participation of your entire library staff. We recommend that you periodically conduct formal training sessions, including the following elements to ensure its success:

- Reviewing the owner's manual
- Practice tagging materials with strips.
- Reviewing your library's security policies
- Reviewing how to respond when the alarm sounds
- Using the system alarm log
- Addressing patron concerns

Owner's manual

This manual contains the information necessary to operate your Checkpoint EM Detection System, as well as supplemental information on handling alarms, ordering supplies, and training your staff. It also contains important information about security strips and circulation accessories.

Library personnel should be familiar with the manual and where to locate it so they can refer to it when necessary.

Hands-on practice

After reviewing this manual, your staff will benefit from actual hands-on experience with the detection system products they are expected to use. We suggest you start by demonstrating the proper techniques for applying security strips to items. You may wish to conduct the actual practice as follows:

1. Make sure that all the other security system accessories are installed and functional.
2. Let each staff member practice installing strips and markers on library items.
3. Let each staff member practice sensitizing and desensitizing materials.

Note: For additional information on installing strips and markers, refer to the Accessories and Strips User's Guide (78-8129-3502-7).

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Review of your library's security policies

Before practicing how to respond to alarms, staff should be familiar with the library's security policies as they relate to theft of materials. To help staff stay informed of security measures, your policy should be in writing and kept with your training kit along with any other procedures you follow.

It is particularly important for staff members to know what procedures the library follows when theft is suspected or when it is necessary to contact a local law enforcement agency.

A critical phase of staff training concerns the proper steps to take when the security system alarm sounds. The value of tact and courtesy when handling this delicate situation cannot be overemphasized. Your staff members should receive as much preparation as possible to make them feel comfortable. With the proper training, your staff will be more likely to effectively deal with patrons who activate the alarm.

What to do when the alarm sounds

The following steps are suggested procedures only. We recommend that all staff develop a complete understanding of the library's policies and follow them as directed. The response should be consistent for all patrons caught in an alarm. It is also important that staff become familiar with state and local laws governing patrons' rights and responsibilities.

Responding to Alarms

Responding to alarms is a sensitive situation but can be handled confidently and effectively as long as your library has established procedures and your staff members are fully trained in following them.

First, don't panic. Remain calm and courteous. You can't be positive that the person who triggered the alarm is stealing. Never accuse anyone of theft by word, by facial expression, or by tone of voice. The alarm may have been triggered accidentally, so always respond in a positive, non-threatening manner.

Alarm Scenario 1

The library staff does not desensitize a tagged item when checking out the patron's materials, or the patron accidentally removes marked materials from the library.

After asking the patron to return to the counter, a typical response might be, "Excuse me, did I forget to check out one of your items?" or "Did you perhaps pick up one of the library's books with your own things?" These are courteous questions, and they don't accuse the patron of theft. Be sure to smile and ask the questions in a friendly, non-threatening manner.

Process and desensitize all items again. If you discover an item that hasn't been properly checked out, never accuse the patron of stealing. Simply act as if the error was an oversight—it more than likely was. If the patron causes the alarm to sound again, follow the policy that your library has established for possible theft of materials.

Alarm Scenario 2

A patron denies having any library materials or runs out of the library after sounding the alarm.

Follow your library's policy for theft.

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Unwanted alarms

Your detection system is unlikely to experience false alarms. Occasionally your system may alarm and your staff may find that the patron does not have unauthorized library materials. False alarms may be caused by active strips on items carried into the library such as books from another library.

False alarms are generally infrequent and will vary depending on the patrons and the proximity of your library to facilities that are releasing items containing security strips. Because it is not possible to distinguish between false alarms and alarms with potential item loss, all responses to alarms must be consistent and follow your management policies. If patrons see no response to alarms, the system becomes less effective. When you decide that a security strip on an item from outside your library caused an alarm, follow these steps:

1. Explain the problem to the patron.
2. Verify that all of the patron's library materials are properly checked out.
3. Allow the patron to exit the library.

Many patrons will learn from the experience and will not carry items that may cause alarms into the library.

Alarm log

The alarm log is used to keep a record of details involving alarms that occur. See the Detection System Alarm Log. For each alarm, record the information on the log. Keeping this log up-to-date provides a key tool for monitoring system activity. An up-to-date alarm log provides useful information for library management and your 3M service representative.

Detection system alarm log

Alarm		Patron Count	Reported By	*Alarm Reason (1, … 5)	$ Value of Recovered Materials	Description of Recovered Materials
Date	Time					

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***Alarm reason:**

1. Test
2. Upon entering
3. Failure to un-secure
4. Undetermined
5. Real alarm

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How the System Works

Your Checkpoint EM Detection system consists of several components, which include security strips, circulation accessories, and the detection system.

The key to the effectiveness of your system is protecting your materials with security strips. Only when materials are protected can your detection system detect someone trying to leave your library without properly checking out items.

The primary zone of detection is areas where patrons typically carry items. The electronic coverage in this area is not 100%, and it will vary with the options you have and the type of security strips/markers you use. However, the rate of detection is effective to deter the loss of protected materials.

Checking out materials is accomplished using desensitizers to “turn off” the strips while re-sensitizers are used to “turn on” the strips when materials are returned to the library. This allows for full circulation of all library materials.

The Checkpoint detection systems are designed to detect sensitized security strips and then sound an alarm, thus preventing unauthorized removal of library materials.

It is this simple:

- Mark the materials.
- Circulate the materials using desensitizers and re-sensitizers.
- Listen for the detection system alarm to sound when unauthorized removal of materials occurs. It is also important to watch for suspicious actions such as holding materials above the head or moving items around the lattices when passing through the detection system.

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System Configurations

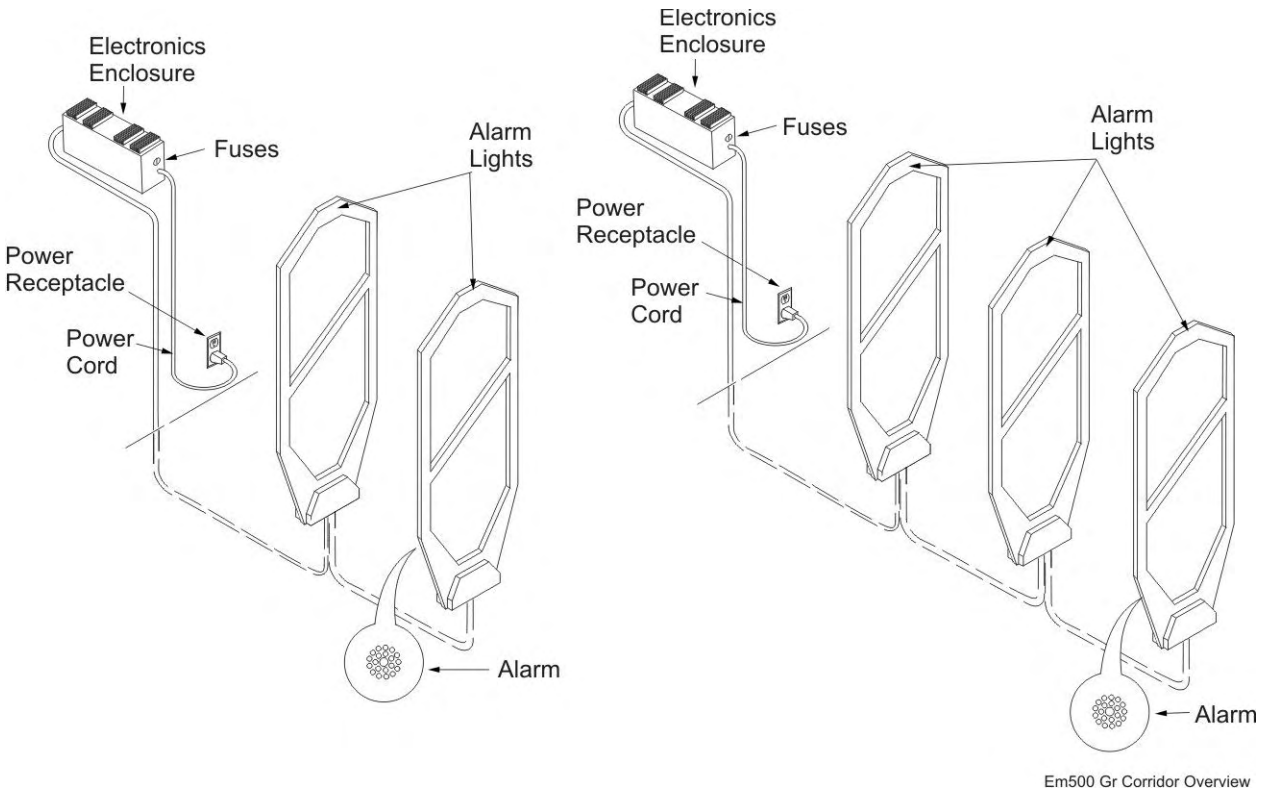

Figure 1 Model 501 single-corridor system and Model 502 dual-corridor detection systems.

Construction

The detection system has the durability to withstand typical library traffic. Both single- and dual-corridor systems can be installed with a threshold or buried cable, or on a baseplate.

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Power requirements

A dedicated power line is recommended but not required.

Voltage	100/120 VAC 50 or 60 Hz	220/240 VAC 50 or 60 Hz
Amperes	1.8 A @ 100/120 VAC	1.0 A @ 220/240 VAC

⚠ WARNING

To reduce the risks associated with hazardous voltage:

- Do not use the product if the case, covers, or power cord are damaged.
- Do not attempt to modify, service, or repair—no user serviceable parts inside—contact 3M Service for repair.

Detection zone

The primary zone of detection is in areas where patrons typically carry items. The electronic coverage in this zone is not 100%, however, the rate of detection is effective to deter the loss of protected materials. It is important to watch for suspicious actions such as holding materials above or outside the lattices when passing through the system.

Indicators

Type	Description
Power indicator	Green LED on the electronics enclosure indicates power on.
Slave indicator	Yellow LED on the electronics enclosure indicates that 2 controllers are connected.
Lattice alarm lights	Indicates an Alarm.
Audible alarm	

Alarm outputs

Visual	Visual alarm indicator lights are located on top of each lattice. If the lights are on, an alarm condition has occurred.
Audio	An audible alarm speaker is mounted on each lattice. Alarm volume can be adjusted by a technician.

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Cleaning Instructions

Lattice and base

Turn off the detection system prior to using liquid cleaners. Use towels or soft cloths dampened with a common household grease-cutting liquid cleaner to remove dirt and greasy buildup. Clean monthly to retain the best equipment appearance.

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System Operation

Turning the System On

Follow these steps to turn the system on:

1. Ensure that the power cord is connected to a power outlet.
2. Allow 15 seconds for the system to warm up.

Turning the System Off

Remove power from the system by one of the following methods:

- Disconnect the AC power cord from the power outlet.
- Set the facility circuit breaker for the system to the **Off** position.

Verifying system operation

Inspect your system daily for proper operation. To verify system operation, walk through the system corridor normally with a secured library item. This should result in an audible alarm and a flashing alarm light at the top of the lattices. There is no need for repetitive walk-through testing.

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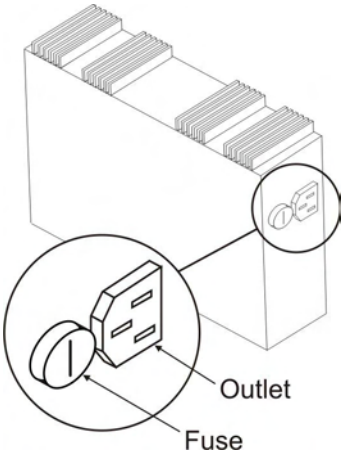
Fuse replacement

The fuses are located on the side above the power cord of the electronics enclosure.



1. Disconnect the power cord from the power source.
2. Using a small flat-blade screwdriver, remove the fuse holder.
3. Replace the failed fuses with a 5A 250V 5mmx20mm glass fuse.
4. Reinstall the fuse holder, and connect the power cord to the power source.

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Solving problems

Problem	Cause	Action
No alarm, no green power indicator on the electronics enclosure.	No power at receptacle.	Reset facility circuit breaker.
	Power cord disconnected at receptacle.	Plug power cord into receptacle.
	System fuse open.	Replace fuse in the electronics enclosure. See fuse replacement procedure.
	System failure.	Place a service call.
No alarm, power indicator on.	Processor requires reset.	Turn the system off, wait 5 seconds, then turn the switch on.
	Strips in book desensitized or missing.	Resensitize books, or install a security strip in the book.
	Metal objects too close to lattice.	Move all metal to minimum distance of 36 inches from the lattices.
	System failure.	Place a service call.
Unwanted alarms.	Protected material from another library or a retail store.	Identify material that caused the alarm.
	Failure to desensitize strips properly.	Check desensitizing process and training.
	Miscellaneous metallic objects.	Infrequent unwanted alarms are possible from some metal objects .
	System failure.	Place a service call.
Reduced coverage, no alarm.	Metal objects too close to lattice.	Move all metal to minimum distance of 36 inches from the lattices.
	Electrical interference.	Remove possible sources of electrical interference such as computers, copiers, TVs, electronic devices, or energy management systems.
	Incomplete walk-through test.	Test the system by walking completely through the corridor.
	Books not properly resensitized.	Resensitize book, check sensitizing method and staff training.
	System failure.	Place a service call.
Alarm intermittent with no traffic in corridor.	Metal objects too close to a lattice.	Move all metal objects to a minimum of 36 inches from the lattice.
	Marked book or strips too close to lattice.	Move the marked books to a minimum of 36 inches from the lattice.
	Electrical interference.	Eliminate source of interference.
	System failure.	Place a service call.

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3M Service phone numbers

For questions regarding your system, call one of the following numbers.

In the United States	In Canada	In other countries
1-800-328-0067	English 1-800-268-6235 Français 1-800-567-3193	Call your local 3M office.

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Warranty

Effective 12-12-05

One Year Library Systems Product Performance Guarantee: Subject to the Limitation of Liability below, 3M guarantees your satisfaction with the performance of any 3M Library System Product for 12 months from the date of installation provided that a) you are the original purchaser: b) you have executed a one (1) year 3M Service Agreement for maintenance of the Library System product; and c) the product has not been subjected to abuse, misuse, accident or neglect. Performance means the product meets 3M published product specifications. If you are not completely satisfied with the performance of your Library System Product, you may return the Library System product for a prompt refund. 3M will pay all reasonable de-installation and shipping charges to return the product to 3M. Note that all claims under this guarantee must be submitted to 3M within 12 months from the date of installation of the 3M Library Systems Product. Failure to submit a claim within this time frame will invalidate this guarantee. IMPORTANT: Consumables and non-3M branded products are excluded from this Guarantee.

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